



S o l u t i o n

The process portal - process as a service

Central platform for work-, information- and knowledge processes in the company

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The process portal



Contents

§ Motivation

§ Mission

§ Realization

§ Results

§ Competence

Motivation



Market requests

- § Market transparency and permanently increasing globalisation demands a flexibility & agility in enterprises which having been till now never here
- § Growth is mostly only possible by superseding
- § Employees become knowledge workers and are through that one of the added value of the enterprise
- § Proof of the compliance with processes and method instructions
- § Always faster changing business requirements needed efficient, customizable IT assistance
- § Knowledge is power

Motivation



Corporate strategy

Increasing the return on investment

Production- and
sales increase



Strengthening the
Customer retention

Employee retention



Growth without growing!

The process portal



Contents

§ Motivation

§ Mission

§ Realization

§ Results

§ Competence

Mission



Business request to process portal

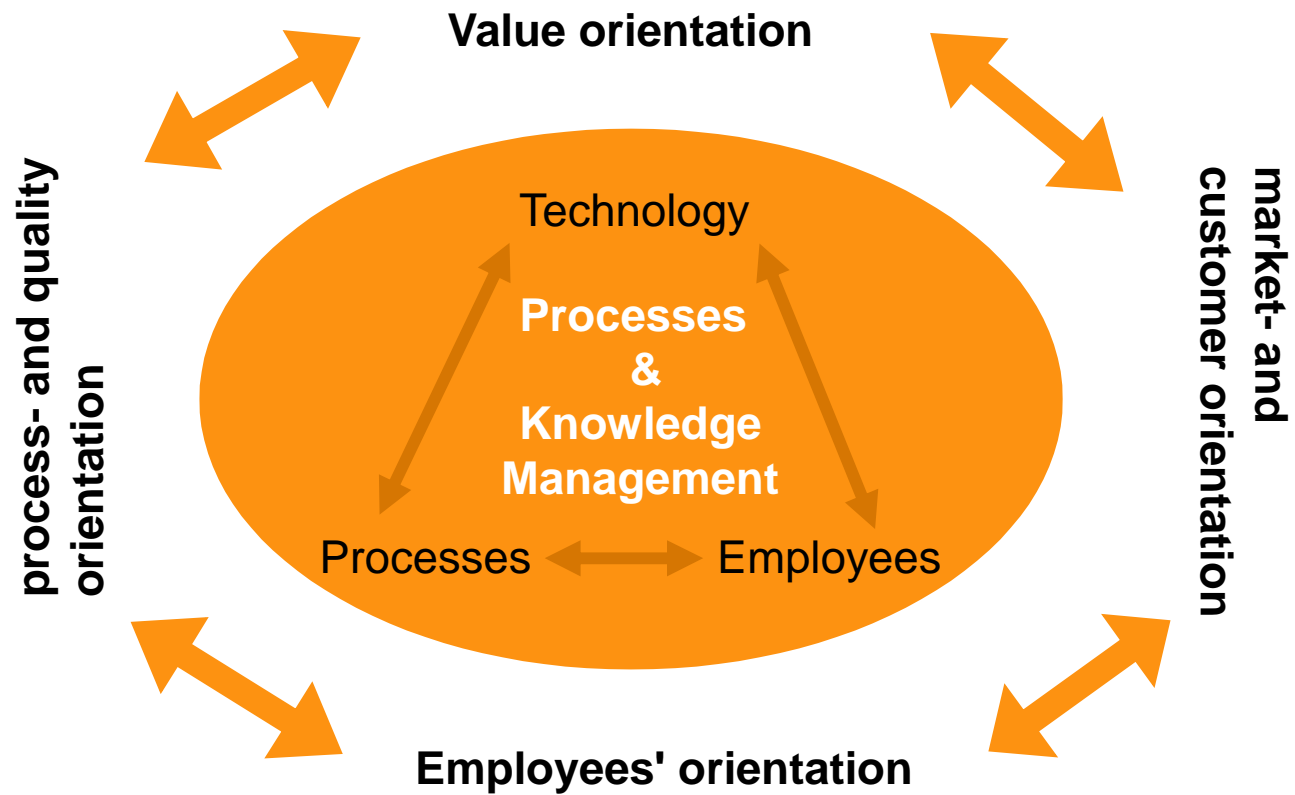
- § Provision of a „cockpit“ for all employees in which the individual work process can be modelled, administrated, planned and controlled comfortably by the employee himself.
- § Analysis tools, decision making- and planning instruments are interlinked according to respective responsibilities and support both managers and employees in their tasks and working activities.
- § Central portal platform for corporate-, business- and work processes making them faster, leaner and more effective
- § Knowledge for the right person in the right place at the right time.
This is a central contributed of the IT to the company's success through provision of new technologies and online media.

Mission



Solution

Added value through process portal

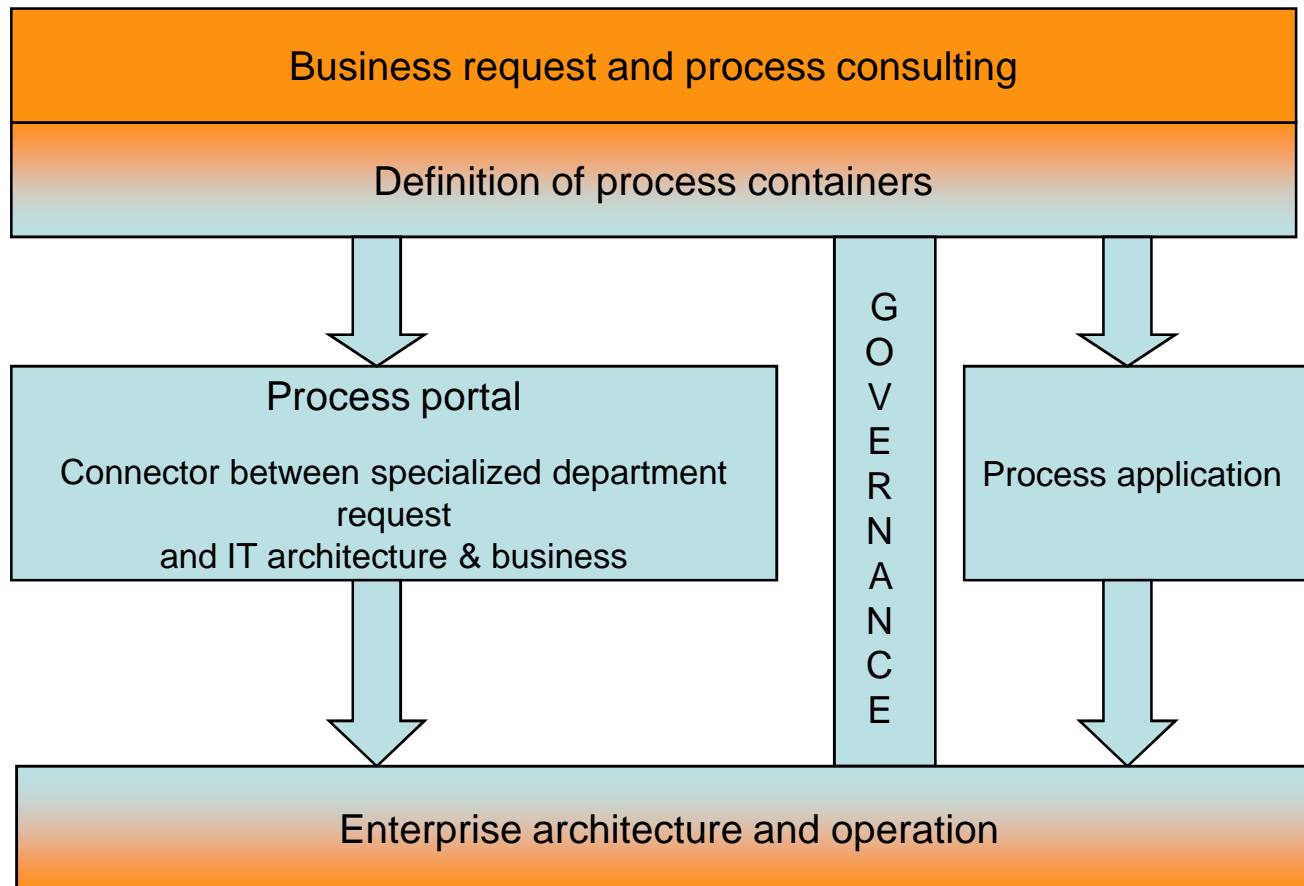


Mission



Solution

Process portal is Connector



Mission



User Requirements Process Portal

- § All results from workflows are shown in one task portlet
- § Visualization, validation and simulation of processes
- § Graphic modeling of processes and orchestration in an interface possible at the same time
- § Enhancement of work steps with knowledge (content, documents, form)
- § Change of process models in runtime
- § Self-deployment and implementation of processes
- § Definition of KPIs and Alerts in the model
- § Definition of workflows and communication relationships in a model
- § Automatic generation of an application from the models

The process portal



Contents

§ Motivation

§ Mission

§ Realization

§ Results

§ Competence

Conversion

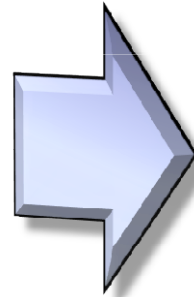


Solution

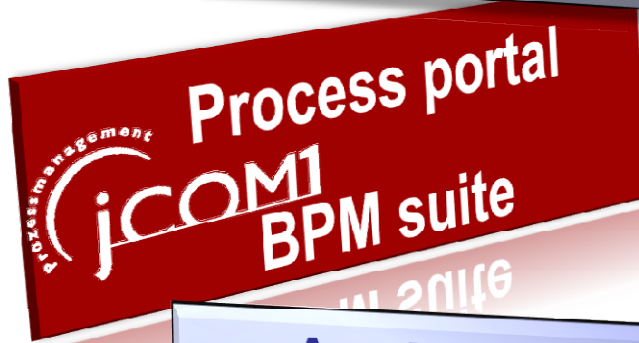
Conversion gap

Business models

Business processes



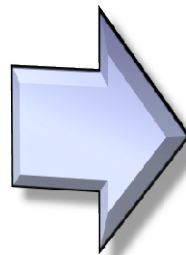
People
as interactors



Filling the conversion gap

Applications

Basic software



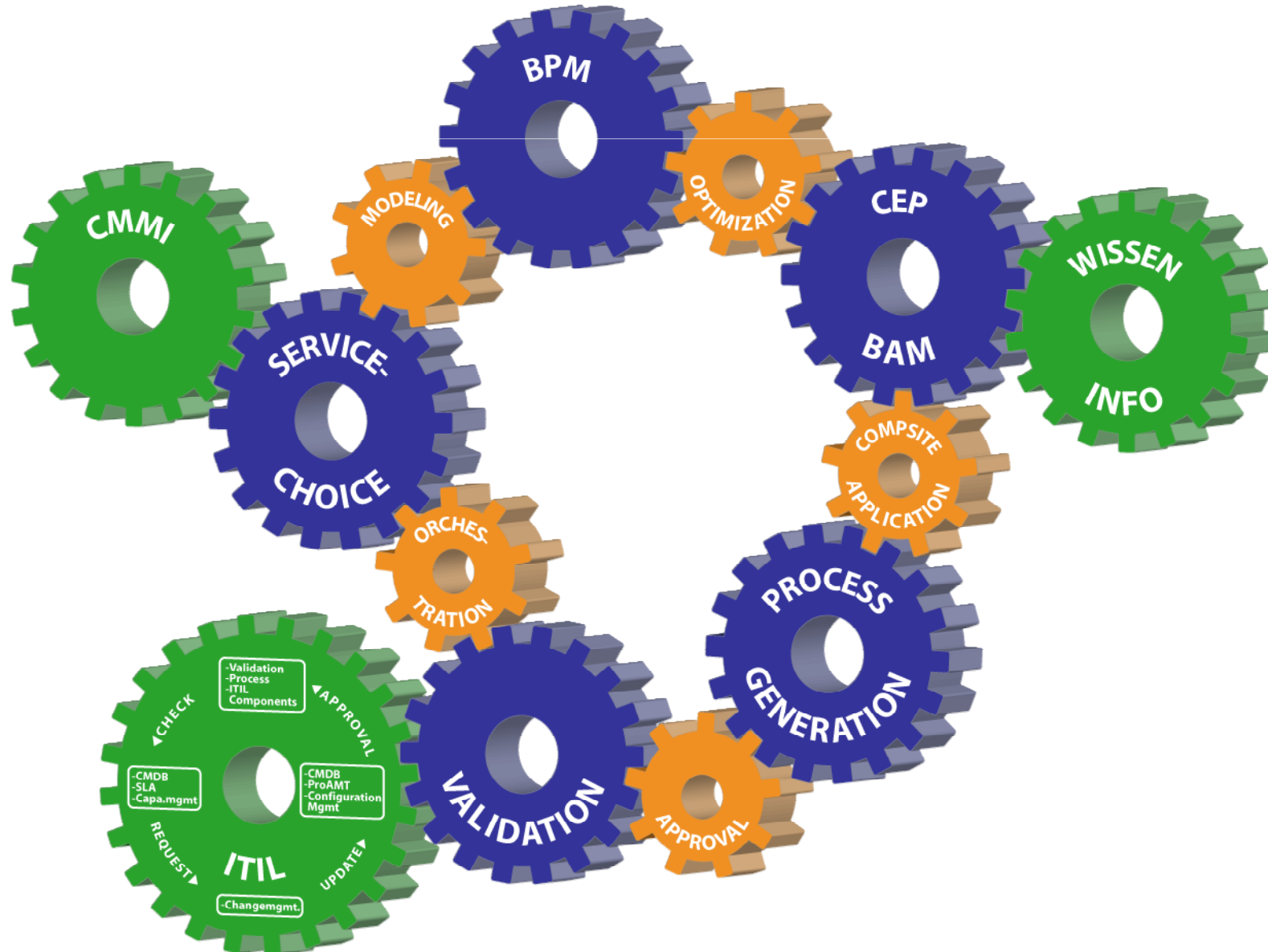
Machines
as interactors

Conversion



Solution

SOB - Lifecycle



The process portal



Contents

§ Challenge

§ Mission

§ Realization

§ Results

§ Competence

Event driven process portal



Solution

A screenshot of the Audi mynet web portal displayed in a Mozilla Firefox browser window. The browser's address bar shows a URL starting with "http://tue-audi-mynet.in.audi.vwg/". The page title is "Audi mynet Meine Arbeit".

The portal interface includes a top navigation bar with tabs: "Startseite", "Services", "Meine Arbeit", "Mein Portal", "Monitoring", "AHM", and "PCM Test Seite". Below this is a sub-navigation bar with "Wo bin ich? Meine Arbeit / Meine Aufgaben".

The main content area is divided into several sections:

- Meine Aufgaben:** A section with a dropdown menu set to "Alle Aufgaben" and the text "Sie haben derzeit keine Aufgaben."
- Prozesse:** A section titled "Folgende Prozesse können Sie anstoßen:" with a link "Reisegenehmigung Einfach - Version v. 01.02.2008 (Reisegenehmigung) mehr...".
- Stellvertretung wahrnehmen:** A section with the text "Sie sind derzeit in keiner Vertretungsrolle." and a link "zur Stellvertretungsauswahl".
- Meine Stellvertretung bearbeiten:** A section with the text "Hier können Sie Ihre Stellvertretung auswählen und bearbeiten." and a link "Stellvertreterverwaltung".
- Statusmeldungen:** A section on the right with a link "Warten auf Antwort - Reise NM #1" and another link "Zur Prozess-Testumgebung jLIVE!".

The bottom of the browser window shows a taskbar with "Fertig" and "FoxyProxy: Muster" icons.

Event driven process portal



Solution

Audi mynet - Mozilla Firefox

http://tue-audi-mynet.in.audi.vwg/imaps/wps/myportal/ut/p/kcxml/04_Sj9SPykssy0xPLMnMz0vMAfjzeMN4p09_fXDchMrMnMzq1JT9EP01531I_SjzEoM

Inhalt Abmelden test.ppo.prozesstester2 test.ppo.prozesstester2

Audi mynet Meine Arbeit

Startseite Services **Meine Arbeit** Mein Portal Monitoring AHM PCM Test Seite Suche im Audi mynet

Wo bin ich? Meine Arbeit / Meine Aufgaben / Reise NM #1

Erweiterte Suche

Aufgaben Details

Prozess
Reise NM #1
Reisegenehmigung Einfach
Kernprozess: Reisegenehmigung

Meine Aufgaben als Genehmiger 1

```
graph TD; A[Antrag prüfen] --> B[Antrag genehmigen/ablehnen]; B --> C[Antrag genehmigen/ablehnen]; C --> D[Antrag genehmigen/ablehnen];
```

Aktuelle Aufgaben
Antrag prüfen

Aktion im Prozess:
☐ Antrag genehmigen
☐ Antrag ablehnen

Parameter:
Reisedatum 29.2.2008
Weltweit false
Reiseziel Dubai
Antragsteller

Wissensdokumente
Bitte wählen Sie eine Datei aus
Dokumententitel
Bemerkungen

**test.ppo.prozessowner1,
test.ppo.prozessowner1**
Letzte Änderung: 01.02.2008

Aufgabenübersicht in neuem Fenster öffnen

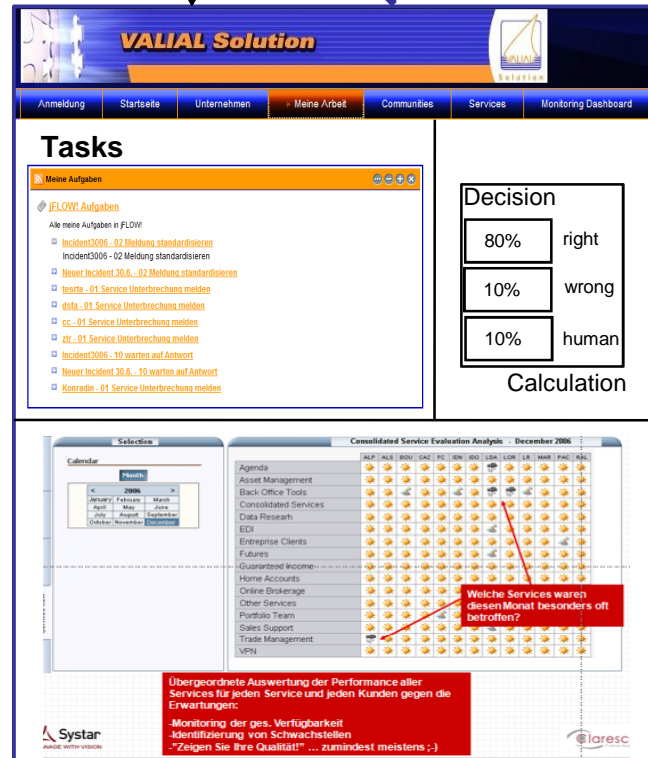
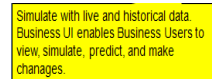
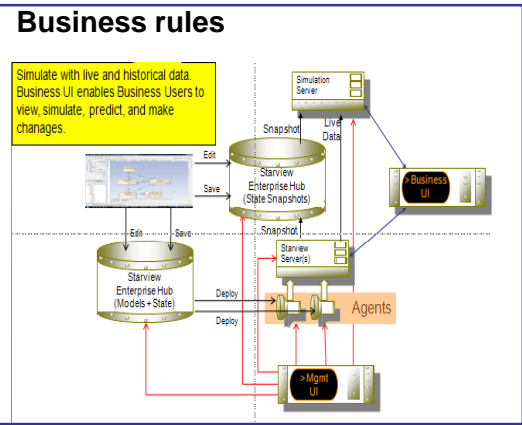
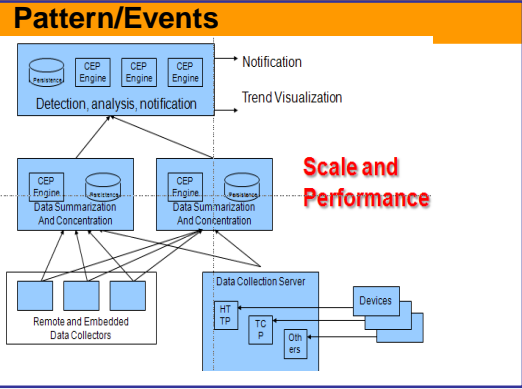
Abbrechen

Fertig

Starview CEP - process portal

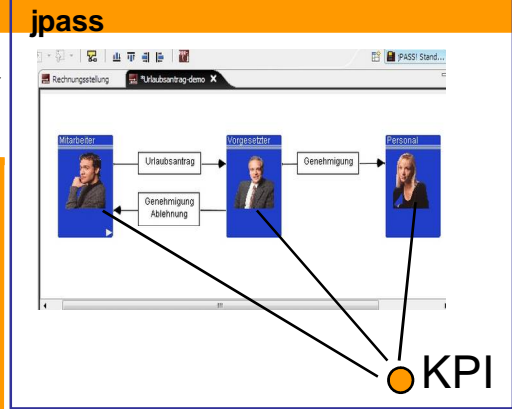


Solution

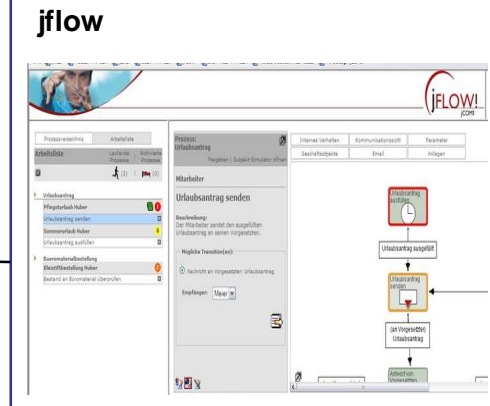


Decision	Calculation
80% right	
10% wrong	
10% human	

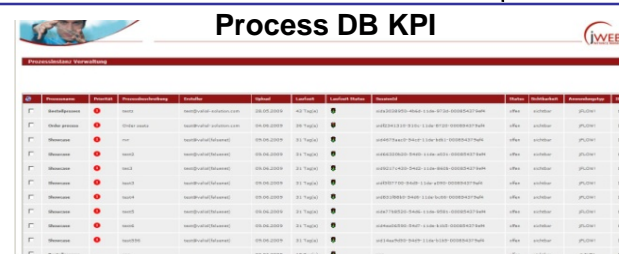
BAM



Process execution



jflow



Process DB KPI

Results



IT as a business enabling function

- § High flexibility and automation in the provision of IT Services
- § Customers adds services to his process models and orchestrates these to composite applications
- § Customer finds the services and processes in “the” repository
- § Customer defines rules, pattern and events for dynamic process execution
- § Customer simulates different event scenarios and decisions
- § IT provides services and monitors the availability (ability to deliver)
- § IT checks the recycleability and Sizing of services with ITIL processes
- § IT places End to End Monitoring to review the SLA - retention
- § Documentation and logging of the real processes (retention of compliance)



The business process defines the IT!

The process portal



Contents

§ Motivation

§ Mission

§ Realization

§ Results

§ Competence

Competence



References

The employees of the VALIAL Solution offer wide-ranging experience in:

- § Program- & Project management during the construction of the international company portal platform within AUDI AG
- § Construction & integration of a BPM suite as a process portal
- § Definition and development of SOA solutions
- § Internationalizing of corporate portals
- § Project management "intranet migration into an employees' portal"
- § Solution architecture and architecture Blueprint setting-up in enterprise companies
- § Integration of machine translation and definition of corresponding workflows



Contact

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Results



Conclusion

- § At present process modeling and workflow language standards do not comply with the customers' requirements of a flexible and automated process management. The bottom-up approach as well as the representation of activity and communication are missing in the models.
- § The heterogeneous system environment in the production industry usually requires the integration of many workflow engines into a process portal.
- § Transparency and retention of the processes increases the efficiency fundamentally
- § The measuring of workflows and communicative relationships provides the greatest potential for optimisation concerning the understanding and motivation of employees.
- § The IT-ressources for modeling, optimization, change and implementation call for the relocation of tasks to the operating departments.
- § The process descriptions are independent of engines and technology platforms
- § Staging of processes not only of IT-systems is necessary